

Raising the Issue

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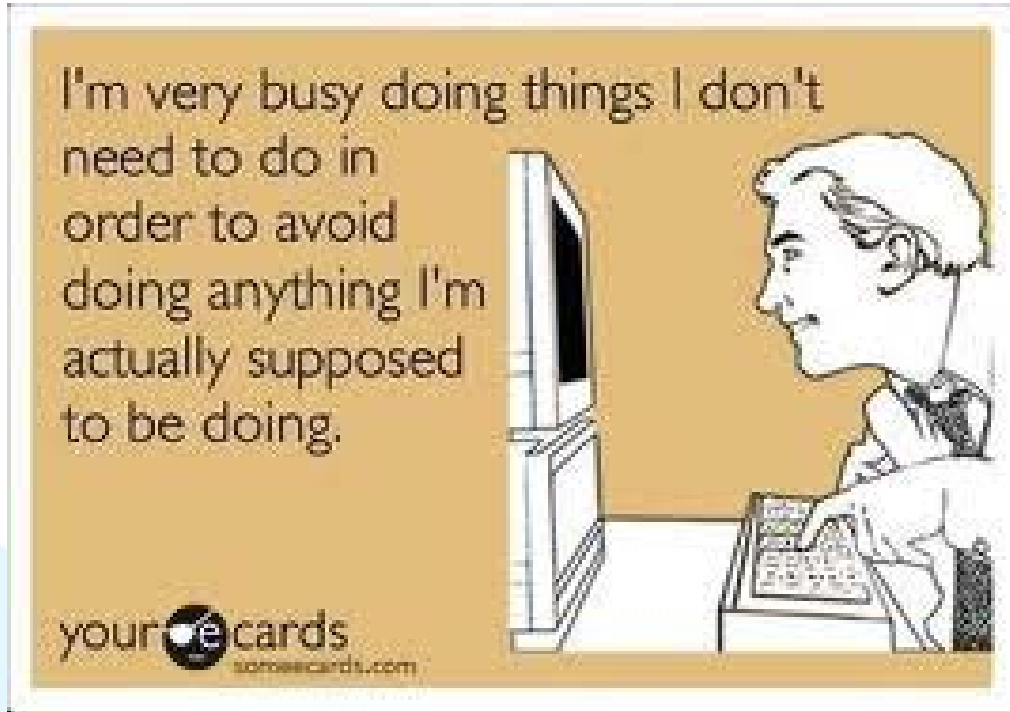
Why don't people engage with screening?

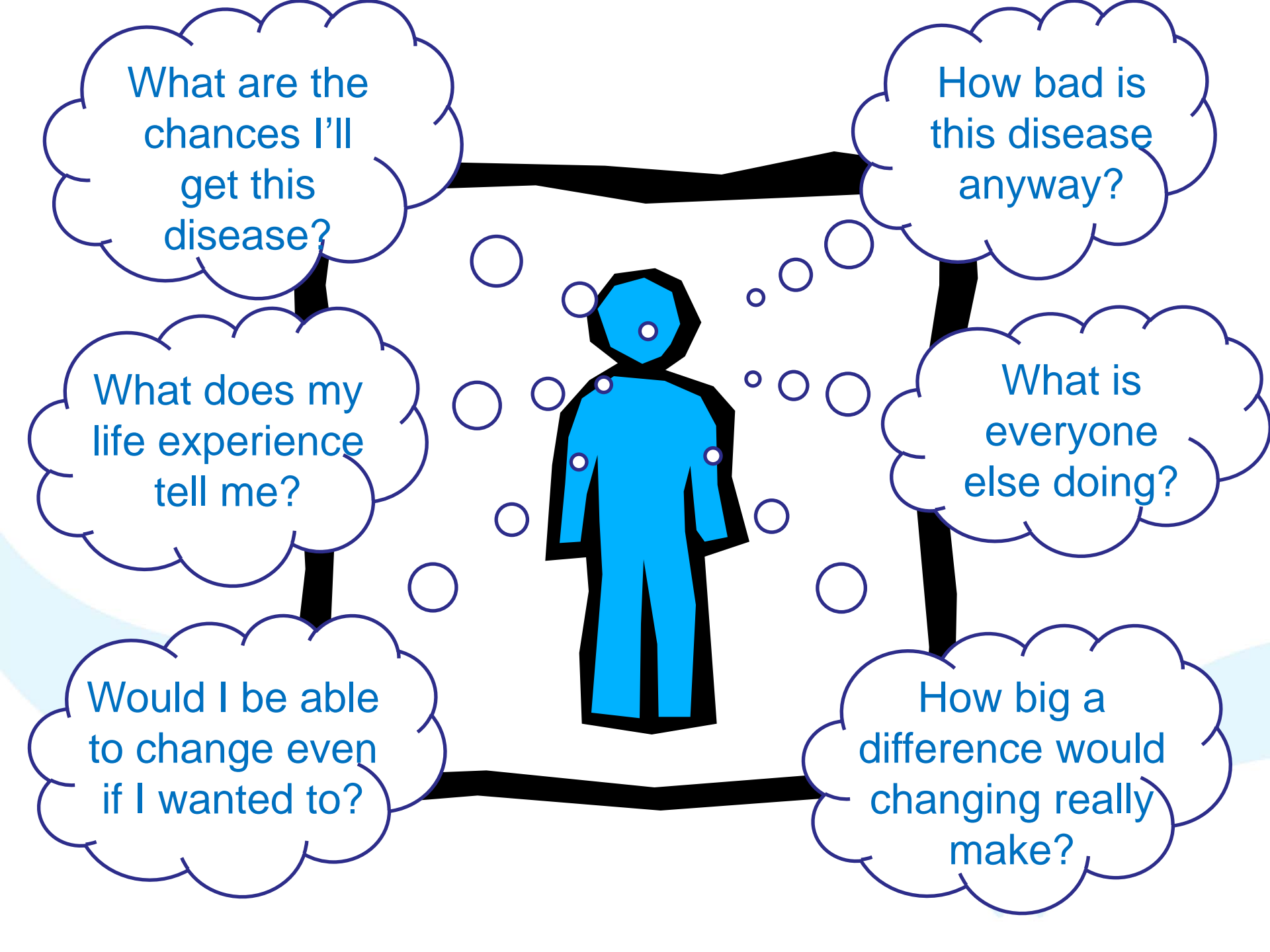


So why don't patients engage?

- Health not a priority – competing priorities
- Underestimation of the value
- 'Damage is done' / would rather not know
- Anxiety & stress
- Embarrassing
- Low self esteem, low confidence
- Not the norm
- Effort
- No-one asks them?

Anything
you've
been
putting
off?





What are the chances I'll get this disease?

How bad is this disease anyway?

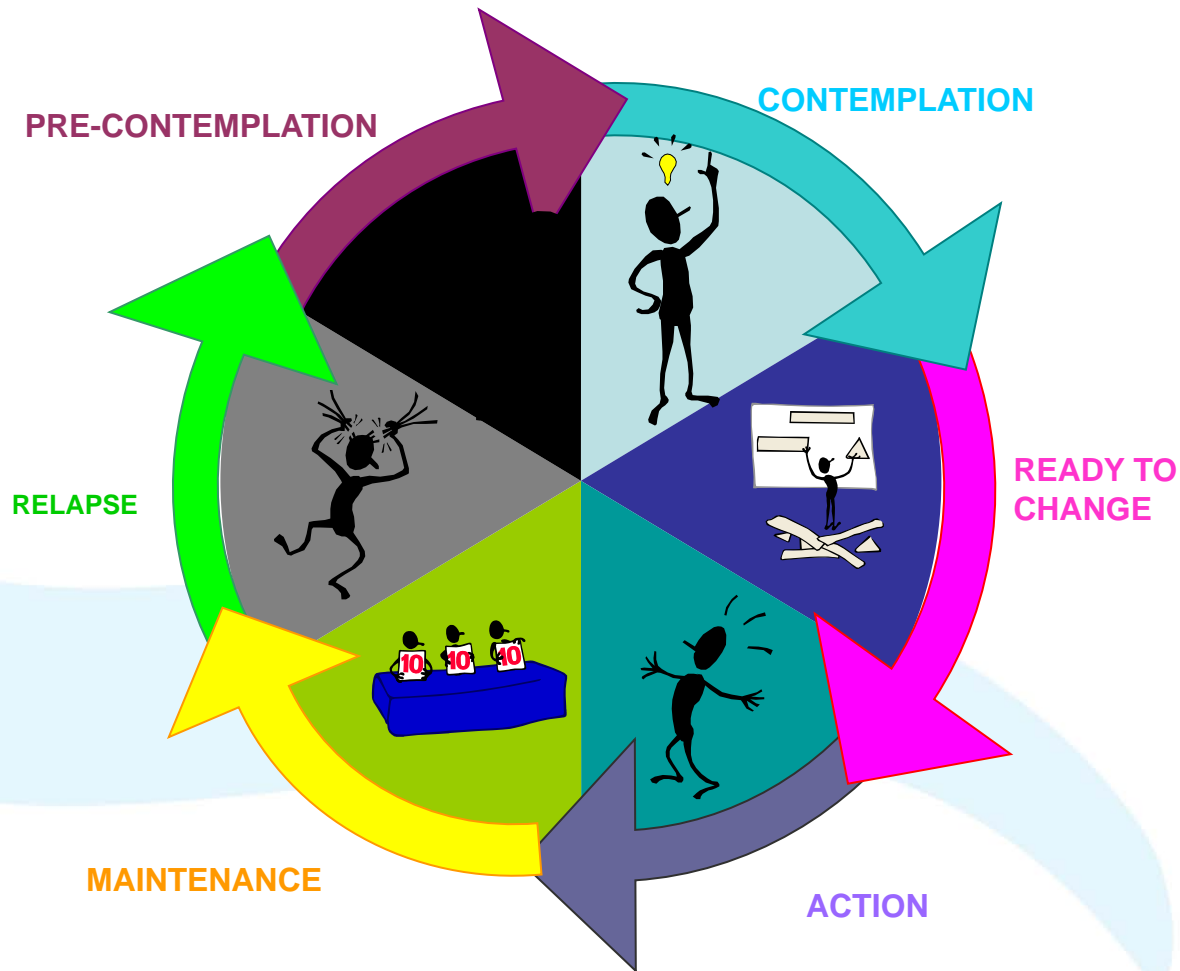
What does my life experience tell me?

What is everyone else doing?

Would I be able to change even if I wanted to?

How big a difference would changing really make?

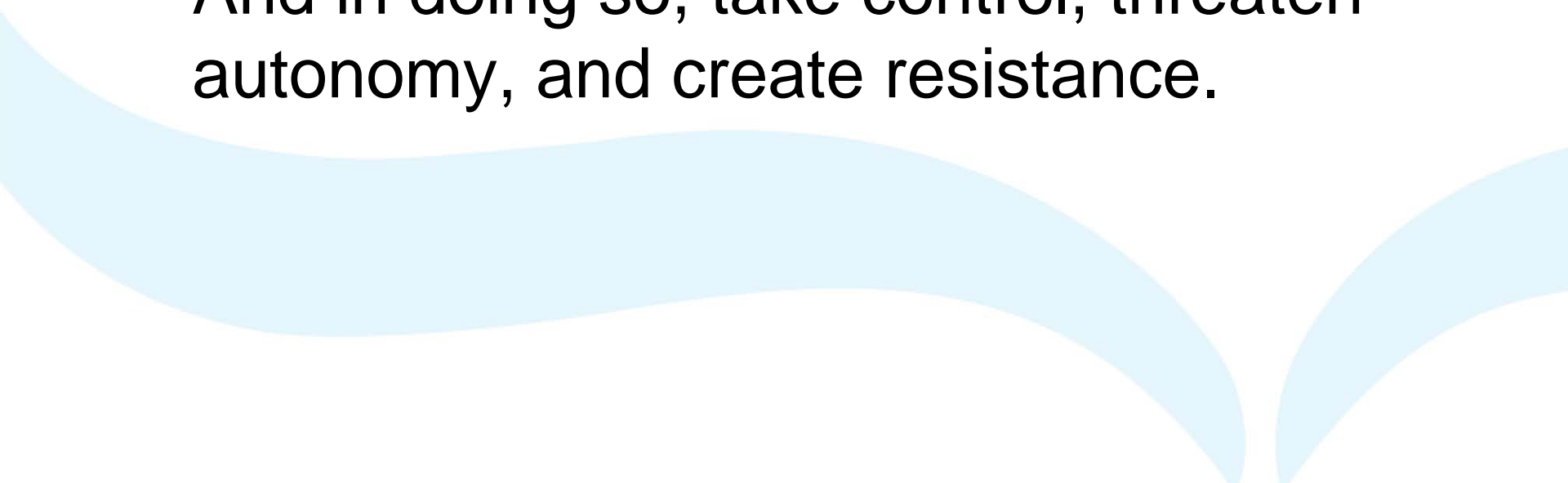
Cycle of change



Ambivalence?



The Righting Reflex

- The natural desire to ‘sort’ things and solve problems; to take care and make things better.
 - And in doing so, take control, threaten autonomy, and create resistance.
- 

Advice Giving




The Goal

Talking yourself into changing

“People are generally better persuaded by the reasons which they themselves discovered, than by those which have come into the minds of others.”

Blaise Pascal (17th C French Mathematician/ Philosopher)

Basics of good communication (OARS)

- **Open-ended questions**
 - **Affirmations**
 - **Reflective listening**
 - **Summaries**
- 

Open Questions

Who?

What?

Why?

**Tell me
about..?**

Where?

**On a scale
of 1-10..?**

How?

When?

Working with the client



Client thinks about the issue for themselves



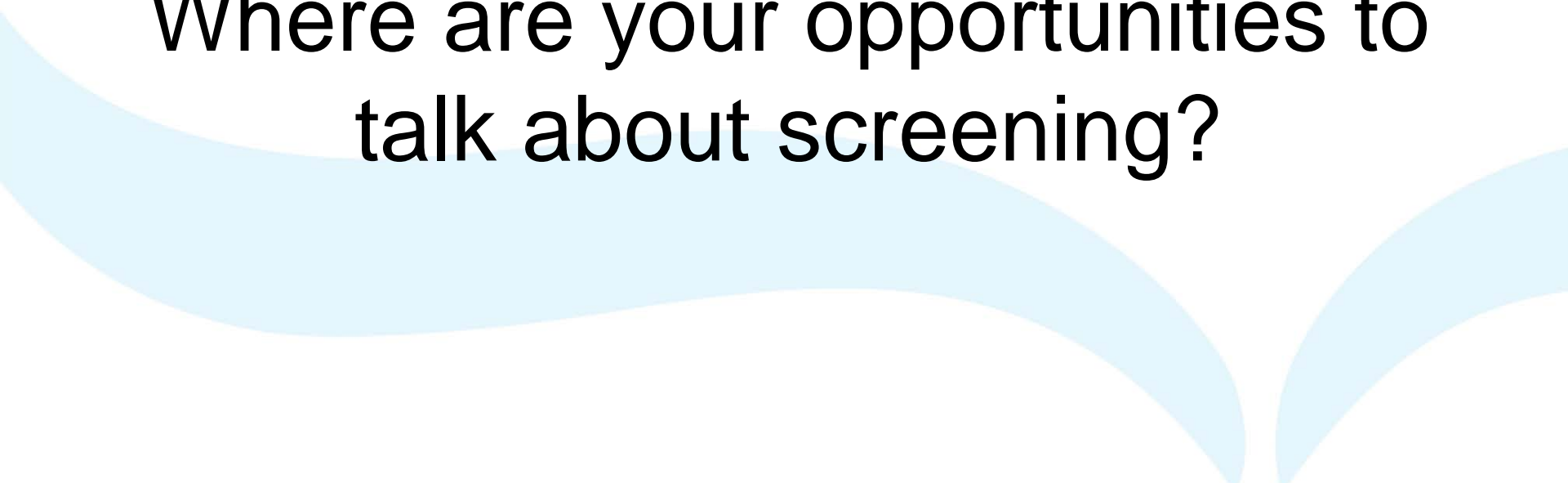
Role as supporter



Responsibility is left with client

Every healthcare encounter is a health improvement opportunity

Where are your opportunities to talk about screening?

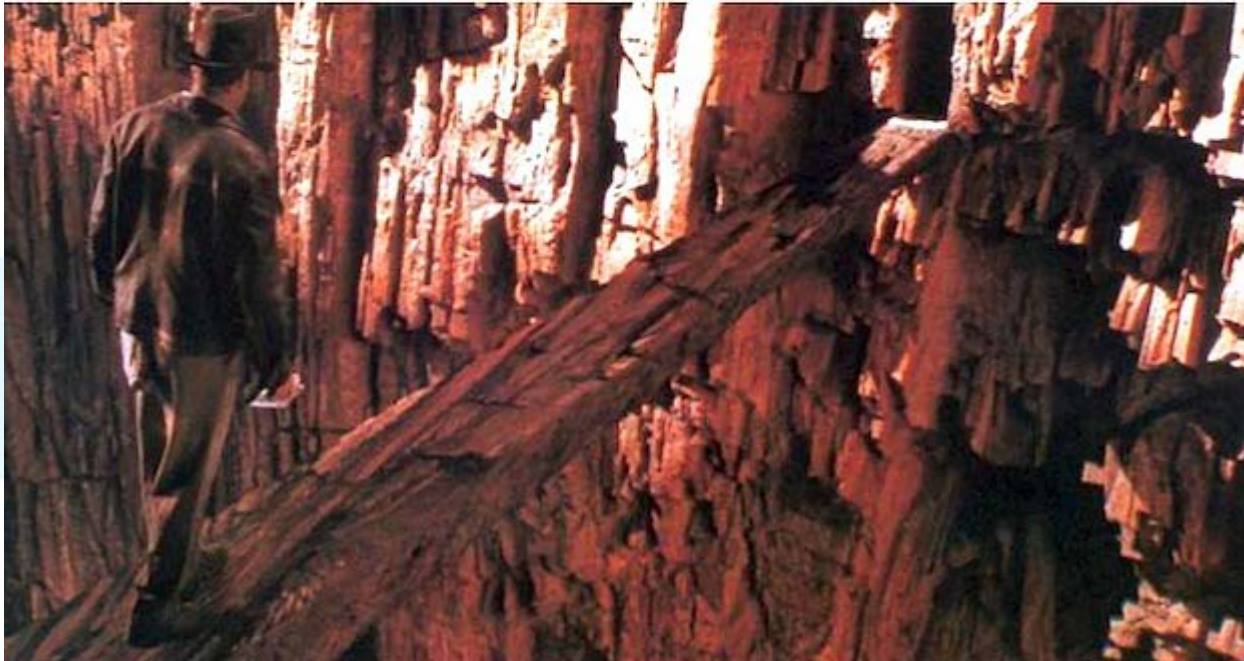
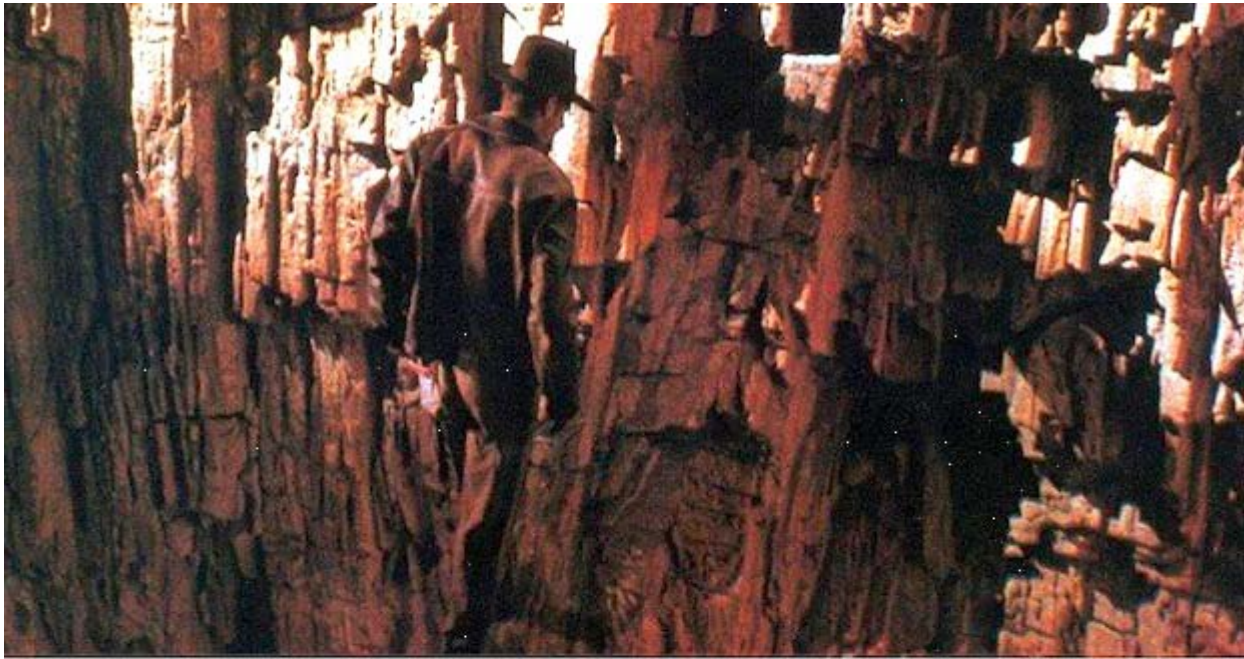


So what stops us from raising the issue?

- Time
- It's not my job
- I don't want to intrude
- Someone else will do it
- What if they get defensive?
- They're never going to change so what's the point?

So what stops us from raising the issue?

- Time **opportunity**
- It's not my job **Influence & Impact**
- I don't want to intrude **'If only'**
- Someone else will do it **Everyone's Job**
- What if they get defensive? **OARS**
- They're never going to change so what's the point? **Equality**



Training Info

- Level 1: 60 minutes. Team Meetings / Team Development Sessions. Requests to hiadmin@ggc.scot.nhs.uk
- Level 2: 4 hours. First Wednesday every month various venues. Info from www.phru.net/hrbc
- Services available across NHS GGC www.nhsggc.org.uk/infodir

